

**CITY OF CARLSBAD
CLASS SPECIFICATION**

JOB SERIES: INFORMATION TECHNOLOGY PROJECT MANAGER

DEPARTMENT: INFORMATION TECHNOLOGY

DISTINGUISHING FEATURES AND SUMMARY DESCRIPTION:

The primary purpose of this position is to drive technology projects from initiation through delivery, organizing cross-functional activities, ensuring project completes on schedule and within budget. The position serves as an in-house project manager and evaluating needs, vendors and Request For Proposals for tool/application builds for City of Carlsbad's internal use, to planning and directing implementation efforts. The IT Project Manager manages other resources indirectly as part of cross-functional team delegation and project assignments. The IT Project Manager is an individual contributor reporting to the Project Portfolio Manager. The IT Project Manager collaborates with the application team, network engineering and business intelligence services. The IT Project Manager leads, manages and drives forward technology and infrastructure projects.

DUTIES AND RESPONSIBILITIES:

Identifies project objectives, defines scope and requirements, creates project schedules and plans, manages resources, measures progress and makes course corrections to ensure projects are completed on time.

Contributes to establishing methods and metrics for tracking performance and making decisions within project management teams.

Collaborates with staff and management across the organization and with outside third parties to clearly identify, explain and communicate their project involvement, project goals, expectations and tasks.

Works with cross-functional groups across divisions as part of a team.

Builds a project plan to meet business requirements and expectations.

Prepares and manages project budgets, and coordinates with financial staff.

Leads project teams through initiation, planning, execution, controlling and close phases.

Facilitates communication and negotiation of commitments within the team and with functional management, and sustains coordination among all affected stakeholders.

Complies with and enforces policies, processes and agreements, and employs standard methods and tools.

Makes decisions about critical tradeoffs among project dimensions of costs, resources, schedule, and requirements.

Develops and maintains project documentation including requirements definition, architecture diagrams and test plans.

Communicates project status to project sponsors and stakeholders.

Manages multiple projects simultaneously.

Knowledge and Abilities

Knowledge of:

- System development lifecycle
- Project management methodologies
- Principles of management pertaining specifically to human capital
- Managing project and organizational dependencies related to project delivery
- Time management, financial management and overall resource management
- Industry standards or models to guide improvement activities
- Best practices for defining and deploying processes and measurements and other improvement activities
- Portfolio and project management best practices, process improvement methods and tools
- Organizational change management
- Business Process Management, administration and operations

Ability to:

- Manage and resolve conflict and other barriers to project success negotiation and people management skills
- Negotiate contracts, pricing and service delivery
- Work closely and build relationships with people in many roles, including information technology staff, end users, business units, technologists
- Enforce standards/process as required and to apply flexibility as appropriate
- Make presentations and to communicate orally and in writing with technical and non-technical staff at all levels of the organization
- Lead diverse teams
- Manage information technology projects including hardware, software and networking interactions
- Provide guidance and mentoring to project team personnel

EDUCATION: Bachelor's degree or equivalent combination of education and experience is required. PMP certification is a plus.

EXPERIENCE:

Requires a minimum of 5+ years of project management related work experience.

Previous experience in one or more of the following areas: Networking, Systems Security, Identity and Access Management, Regulatory Compliance

JOB SERIES ESSENTIAL FUNCTIONS

The conditions below are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

JOB COMPLEXITY: Works on complex issues where analysis of situations or data requires an in-depth evaluation of variable factors. The Project Manager will exercise judgment in selecting methods, techniques and evaluation criteria for obtaining results. Must establish rapport with internal and external contacts and deal with issues surrounding resistance to change, unclear roles and responsibilities, organizational politics, resource constraints, and competing priorities.

Language Ability: Must be able to classify, compute, tabulate, and categorize data. Must be able to advise and provide interpretation to others on how to apply policies, procedures, and standards to specific situations. Needs to be able to use a variety of descriptive data and information such as: a variety of plans; resolutions; maps; reports; procedures; guidelines; and routine correspondence.

Needs the ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Must be able to write reports, business correspondence, and procedure manuals. Needs to effectively present information and respond to questions from groups of managers, clients, and the general public.

Mathematical Ability: Knows how to apply mathematics, including the ability to calculate percentages, fractions, decimals, volumes, ratios, and spatial relationships. Needs to be able to interpret basic, descriptive statistical reports.

Judgment and Situational Reasoning Ability: Must be able to use functional reasoning and apply rational judgment when performing diversified work activities. Needs to be able to analyze data and information using established criteria in order to determine consequences and identify and select alternatives.

Physical Requirements:

- Needs to be able to operate equipment and machinery with some requiring rapid adjustments such as a computer keyboard and terminal, printers, photocopier and calculator . Must be able to coordinate eyes, hands, feet and limbs in performing skilled movements such as rapid keyboard use. Needs to be able to recognize and identify degrees of similarities or differences between characteristics of colors, textures, and forms associated with job-related objects, materials, and tasks.
- Essential and marginal functions may require maintaining physical condition necessary for sitting for prolonged periods of time. Must be able to exert light physical effort, typically involving lifting, carrying, pushing and pulling of up to 15 pounds. Tasks may involve extended periods of time at a keyboard or workstation. Needs to be able to perform frequent downward flexion of neck, side-to-side turning of the neck, fine finger dexterity and grasp to manipulate the keyboard, telephone, writing instruments, papers, books, manuals, and reports.
- Job entails occasional walking, standing, bending, stooping, climbing, and reaching at and above shoulders and twisting at the waist. On an infrequent basis, the incumbent must be able to squat and kneel.
- Overtime and attending meetings outside regular work hours may be required. Work environment is professional and both team and autonomy oriented. This position is impacted by urgent time

deadlines due to various reporting and filing requirements. There is a need for extreme accuracy and paying attention to detail. Additionally, there is a need to be able to shift attention before tasks are completed to be able to balance user demands, telephone and other interruptions.

- Must be able to drive and maintain a California Class C Driver's license or ability to arrange transportation for fieldwork or visits to other City facilities when necessary.

DATE APPROVED: 9/17/2013